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ABSTRACT

To assist the youthful learner of English as a second language in dealing with the purchase of clothing and personal items, a series of dialogs, comprehension questions, readings, and points of discussion are presented. The text is illustrated. (JB)

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ED195146

# STUDENT LESSON #11

# THE DEPARTMENT STORE

English for Living

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## OBJECTIVES

When you complete this module you will be able to:

1. Talk to the salesclerk in a department store when you want to buy something.
2. Read a store directory.
3. Return an item you bought.

## SITUATION SETTER

Department stores are large stores which sell many different things such as clothing, housewares, furniture, and appliances. There are usually two or three floors in a department store. There are many different departments on each floor.

On the first floor there is usually a store directory which tells the name of each department and what floor it is on. If you need help finding anything, you can always ask a salesperson.

## DISCUSSION QUESTIONS

1. What are some of the department stores in your area?
2. What stores do you like to shop in?
3. What have you bought recently in a department store?

Maria wants to go shopping tonight, but she's not sure that the store will be open. She's calling to find out.

## DIALOG: CALLING FOR INFORMATION

**Operator:** Smith's, may I help you?
**Maria:** Yes, please. How late are you open tonight?
**Operator:** Until 9:30 p.m.
**Maria:** Thank you very much.

## COMPREHENSION QUESTIONS

1. What does Maria want to do tonight?
2. What store does she want to go to?
3. What does she need to know?
4. How does she find out?
5. To whom does she speak?
6. What question does she ask?
7. What is the answer?

## READING

The store directory tells you what floors the different departments are on. You can also ask a salesperson for help. Here is a store directory:

| STORE DIRECTORY | |
|---|---|
| ACCESSORIES — 1ST FLOOR | HATS — 1ST FLOOR |
| BEDSPREADS — 3RD FLOOR | JEWELRY — 1ST FLOOR |
| CAFETERIA — 3RD FLOOR | MEN'S WEAR — 2ND FLOOR |
| DRESSES (ladies' + children) — 2ND FLOOR | REST ROOMS — 3RD FLOOR |
| FURS — 4TH FLOOR | SHIRTS, SLACKS, SUITS — 4TH FLOOR |
| GIFTS — MEZZANINE | WATCH REPAIR — 1ST FLOOR |

## DIALOG: FINDING THE DRESS DEPARTMENT

Maria wants to buy a new dress. She is on the second floor of the department store, but she can't find the dress department. She asks a salesperson for help.

**Maria:** Excuse me. Where are the dresses?
**Clerk:** Do you want children's, junior, or ladies' dresses?
**Maria:** It's for me. I want the junior dresses.
**Salesperson:** They're in Junior Apparel. It's to your right.
**Maria:** Thank you.

## COMPREHENSION QUESTIONS

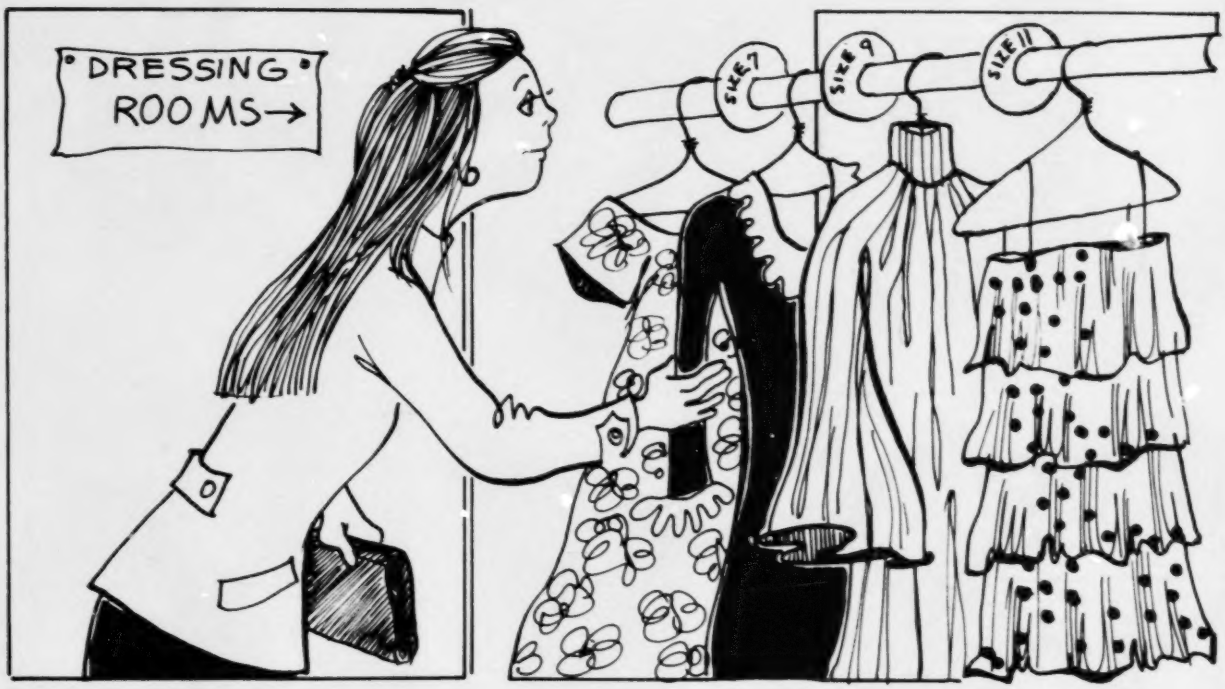
1. Where is Maria?
2. Why does she ask the salesperson for help?
3. What does she want to buy?
4. Which dress department does she want?
5. Where are the Junior Dresses?

**MICROCONVERSATION: Practice this conversation with another student.**

**Student A:** Excuse me. Where are the sheets?
ladies' coats?
men's shirts?
ladies' gloves?
watches?
shoes?
pajamas?

**Student B:** In the domestic department. 3rd floor.

| | |
|---|---|
| women's | 1st |
| men's | 1st |
| accessories | 1st |
| jewelry | 1st |
| shoe | 2nd |
| boys' | 2nd |




**BACKGROUND TO THE DIALOG**

Maria is at the department store. She's in the Junior Apparel department. She's looking at the dresses.

**DIALOG**

**Salesperson:** May I help you?
**Maria:** No, thank you. I'm just looking.

(later)

**Maria:** Excuse me. I'd like to try on this dress. Where are the dressing rooms?
**Salesperson:** The dressing rooms are down there on the right.

**DIALOG: AT THE CASH REGISTER**

Maria has found the dress she wants. She is paying for it.

**Salesperson:** Will that be cash or charge?*
**Maria:** Cash.
**Salesperson:** That'll be $29.12 with tax.
**Maria:** Here's $30.
**Salesperson:** Out of $30. Here's your change and receipt. Thank you.

* Cash or charge—The salesperson is asking if you are going to pay with money (cash) or with a credit card (charge).

**MICROCONVERSATIONS: Practice these conversations with another student.**

**MICROCONVERSATION 1: (Girls)**

**Student A:** May I help you?
**Student B:** Yes. Do you have this dress in my size?
blouse
sweater

**Student A:** What's your size?
**Student B:** Size 10.
Size 34.
Medium.

**MICROCONVERSATION 2: (Boys)**

**Student A:** May I help you?
**Student B:** Yes, do you have this shirt in my size?
coat
sweater

**Student A:** What's your size?
**Student B:** Size 15.
Size 18.
Large.

**SITUATION SETTER: RETURNING THINGS**

If something is wrong with what you bought, you can return it to the store. You can return most things unless they are marked *Final Sale*. Some department stores will give you a cash refund. Others will only give you a store credit slip.

**DIALOG**

Maria bought a shirt for Juan while she was shopping. Juan tried it on at home. It was too big. Maria is returning it.

**Salesperson:** May I help you?
**Maria:** Yes. I want to return this shirt.
**Salesperson:** What's the matter with it?
**Maria:** It's too big.
**Salesperson:** Do you have your receipt?
**Maria:** Yes. Here it is.
**Salesperson:** Okay. Sign this form, please.
**Salesperson:** Thank you. Here's your refund.
**Maria:** Thank you.

**COMPREHENSION QUESTIONS**

1. What is the matter with the shirt?
2. What is Maria doing?
3. Does she have her receipt?
4. What does the salesperson do?
5. Does she get credit or does she get her money back?

**DISCUSSION QUESTIONS**

1. Discuss some of the department stores in the area? Are the prices different? Why?
2. How are more expensive department stores different from discount department stores?
3. Do you prefer shopping in department stores or smaller stores? Why?
4. Where did you shop for clothes in your country?
5. Did you ever return anything? What happened? Did you get a refund or a credit slip?

**ROLE PLAY**

1. You are in a department store. You want to buy some clothing. You don't know where to find it. Ask the salesperson for help.
2. Your mother bought you a new jacket. It's too small. She has asked you to return it. Return it and get one that fits.
3. Your mother bought you a pair of pants. They're too long. Return them and get a credit slip or refund.